

## SASOL ENERGY CUSTOMER SERVICES CENTRE

Complaints/ Queries and Enquiries Resolution Process



**Sasol Energy Customer Service Centre Tel:** 0860 335 444 | **Email:** SasolQueriesandEnquiries@sasol.com





We innovate, we care, we deliver.



## **CONTACT**

Sasol Energy Customer Service Centre



0860 335 444



SasolQueriesand Enquiries@sasol.com



https://www.facebook.com/SasoILTD/



https://www.instagram.com/sasolsa/



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Sasol Energy Customer Service Centre logs the complaint/ query/ enquiry received from the customer or employee.

Call is logged on the Remedy Case Management System



# CALL OR EMAIL ROUTED

to relevant Sasol Energy resolver group

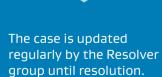


Sasol Energy
Customer Service
Centre routes the
complaint/ query/
enquiry to the
relevant Energy
resolver group for
investigation and
resolution via the
Remedy Work
Management System.



## COMPLAINT/ QUERY/ ENQUIRY RESOLUTION

The relevant Sasol Energy resolver group investigates and resolves the complaint or query.



The Resolver group will then give formal feed-back to the initiator of the complaint/ query/enquiry.



## **CASE CLOSURE**

Sasol Energy
Customer Service
Centre contacts the
customer to
determine if call can
be closed.



Call closed upon confirmation from customer or sent back to the relevant Sasol Energy resolver group for further investigation



#### **REPORTING**

Reports and dashboards are analysed to determine trends, customer pain points and corrective measures are explored and implemented.

